

SECTION C-8

PERFORMANCE REQUIREMENTS DOCUMENT

(Engineering and Support Services)

C-8. Engineering and Support Services—Description of Services.**C-8.1. Scope of Work.**

This description of services describes the United States Army Garrison, Fort Sam Houston Engineering and Support services that shall be performed by the Service Provider. The purpose of this Performance Requirements Document (PRD) and the resulting contract is to obtain efficient, cost-effective Base Operations (BASOPS) services for all activities on Fort Sam Houston, its sub-installations, leased facilities and other off-post sites as defined in appropriate support agreements. The estimated quantities of work are listed in C-8.4. Technical Exhibit 6, Estimated Annual Workload and Associated Factors.

The Service Provider shall perform all operations specified in the PRD beginning on the first day of the base performance period. All work or requirements that have been started by the Government, but not completed as of the first day of the base performance period, shall be completed by the Service Provider.

C-8.2. Summary of Expectations.

The Service Provider shall provide a broad range of services dedicated to providing efficient and timely real property maintenance and repair, real property accountability and inventory, facility planning, programming, and project design, and construction management for the people of Fort Sam Houston and its sub-installations. The results of providing these services will produce attractive, comfortable, functional, safe, and code compliant facilities. Facility planning must ensure optimal functional use of land areas and facilities that are in harmony with the architectural character of existing facilities, the environment, the general plan, and installation-wide standards. The Service Provider shall maintain a facilities projects program and a facilities master plan for facility and infrastructure improvement, modernization, and major repair. The Service Provider shall utilize, maintain, and/or update Army Standard Systems (i.e., Integrated Facilities System (IFS), Housing Operations Management System (HOMES), Real Property Planning and Analysis System (RPLANS), Installation Status Report (ISR)). The Service Provider shall be responsible, when system changes are implemented by echelons above the installation, for providing all necessary analysis, documentation, and posting of the system to ensure the integrity and validity of the database. The Service Provider shall capture and maintain through the Integrated Facilities System (IFS) or other Government approved system, all workload, man-hours, and other IFS required data, by customer supported, in providing Engineering and Support services. The Service Provider shall review, on a regular basis, installation level regulation's, policies, and guidance associated with real property management and, as appropriate, submit recommended changes to the Government. Upon Government approval, the Service Provider shall prepare, coordinate, staff, and arrange for publication of revised installation level regulation's, policy, and guidance. The Service Provider shall be responsible for performance levels meeting federal, state and local directives. A consolidated listing of mandatory and advisory documents applicable to this PRD is contained in C-8.4., Technical Exhibit 4, Publications and Forms. The Service Provider shall ensure quality work performance in accordance with applicable standards and guidelines.

The Service Provider shall be responsible for applying appropriate mandatory and advisory technical standards, resources, and priorities to fulfill product and service requirements, aiding the customer in defining and quantifying his expectations of satisfactory quality, and performing any rework necessary to yield a final product or service that will ensure high customer satisfaction. See Technical Exhibit 1 and Technical Exhibit 7 for a listing which includes, but is not limited to, services for which the Government has identified at least one type of standard which is significant to satisfactory performance. The absence of comprehensive Government standards does not absolve the Service Provider of the overall responsibility to generate high quality products and services according to normal business practices and industry standards, nor does this condition detract from Government enforceability nor limit the rights or remedies of the Government under all provisions of the contract.

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The normal operating hours for Engineering and Support Services shall be from 7:00 A.M. to 5:00 P.M., Monday through Friday, excluding government holidays. In addition to direct coordination with supported customers, the Service Provider shall also coordinate with other Government offices and Government Contractors to the extent necessary to ensure satisfactory performance under this PRD and to effect a smooth hand-off of work to and from other Government or contracted service providers.

C-8.3. Services Performed.

C-8.3.1. The Service Provider shall provide Customer Support services.

C-8.3.1.1. *The Service Provider shall provide real property service call and work request coordination functions.* The Service Provider shall provide 24 hours per day, 7 days per week, service call support. This service includes, but is not limited to, the following: receiving service calls, initiating service orders or work requests, processing service order/work requests/labor and equipment, determining initial response classification (i.e., emergency, urgent, routine), updating the IFS with required information, ensuring service order/work request services are accomplished, providing necessary follow-up actions, providing customer requested service order or work request status, and ensuring close-out of service order/work request. The Service Provider shall direct status request inquiries beyond the scope of this PRD to the Government for assistance.

C-8.3.1.2. *The Service Provider shall manage the installation digging permit program and utility outage program.* The Service Provider shall ensure all digging permits are coordinated with appropriate installation agencies (e.g., environmental, safety) and approve all digging permits on installation property required in support of real property maintenance, repair, or servicing. The Service Provider shall be responsible for any damages incurred to infrastructure and real property resulting from digging on installation property with an approved permit in support of real property maintenance, repairs, or servicing. The Service Provider shall coordinate and schedule utility outages identified by installation or off-installation activities in performing any necessary maintenance, repair, or servicing. Utility outage coordination and scheduling includes, at a minimum, affected installation buildings, activities, fire department, and military police.

C-8.3.1.3. *The Service Provider shall provide proprietary project approval services.* The Service Provider shall review, develop a recommendation for approval, and submit to the Government real property project work developed and contracted for by another installation activity. Services include, but not limited to, the following: Conduct site visit of project work area, establish project scope, review and approve project design, obtain design coordination by required installation agencies (Environmental, Historical, Safety, Security, and Fire Department), provide proprietary approval for construction, provide limited quality assurance, obtain appropriate documentation (i.e., Department of Defense (DD) Form 1354 to capitalize work, As-Built Drawings and Computer-Aided Design and Drafting System (CADDs) files, warranties, and manuals), and receive necessary maintenance and repair training from responsible activity upon construction completion.

C-8.3.2. The Service Provider shall provide Design and Acquisition support for Maintenance, Repair, Minor Construction and Alteration Project service orders/work requests over \$2,000 in labor costs.

The Service Provider shall provide design and acquisition support services for Single-Project, Task Order Contract (TOC), Indefinite-Quantity (IDIQ) Contract, Job Order Contract (JOC), Delivery Order Contract (DOC), Requirements Contract (RQC), and other type contracts for delivery of maintenance, repair, minor construction, and alteration projects. These projects can include, but are not limited to, roofing, painting, paving, HVAC, plumbing, and architectural features. The Service Provider shall recommend to the Government appropriate contract method to meet specific maintenance, repair, minor construction, and alteration requirements. See Technical Exhibit 2 for listing of Government-Furnished Contracts available to support this service.

C-8.3.2.1. *The Service Provider shall participate in Architect-Engineer (A-E) contractor selection.* The Service Provider shall develop, and submit for Government approval, contractual requirements, project funding

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requirements, and Scope Of Work (SOW) for A-E services and Commerce Business Daily (CBD) announcement. The Service Provider shall develop, and submit for Government approval, A-E selection evaluation criteria, answers to A-E Requests for Information (RFI), and recommendations to A-E qualifications and proposals.

C-8.3.2.2. *The Service Provider shall participate in the establishment of TO, IDIQ, JOC, and DO contract type services for maintenance, repair, minor construction, and/or alteration requirements.* The Service Provider shall develop and submit for Government approval; contract specifications, standard detail drawings using CADDs, sample task orders for bid by potential contractors, evaluation of contractor bids on sample task orders, evaluation of contractors bids/proposals to determine over-pricing of commonly used items and under-pricing of infrequently used items, recommendations on selection of contractors. The Service Provider shall ensure TO, IDIQ, JOC, and DO task order contract documents include the following: compliance with construction, environmental, historical, fire, safety, security, unexploded ordinance, information systems standards and requirements; technical specifications; Independent Government Estimate (IGE); liquidated damages; bid schedule; and appropriate review, coordination, and approval on Fort Sam Houston (FSH) Form 4283.

C-8.3.2.3. *The Service Provider shall prepare and maintain documentation required to place orders against TO, IDIQ, JOC, and DO contract services.* The Service Provider shall develop and submit for Government approval: SOW, line item descriptions, number of units, specifications, government prices, quantities, and standard drawings and details using CADDs; and project milestones. The Service Provider shall participate in pre-construction meetings and provide TO, IDIQ, JOC, and DO task order contract services to include maintaining original, modification, and approval documents, closing out task order folders upon task order completion, and updating and maintaining IFS with required project information; validating Project Final and As-Built CADDs files, and entering drawing revisions into the master drawing file.

C-8.3.2.4. *The Service Provider shall provide one-time project maintenance, repair, minor construction, and/or alteration contract engineering design services.* The Service Provider shall conduct, and submit for Government approval, project design planning to include the following: Conducting site visits; consulting with requestor and users; recommending classification of proposed work (i.e., maintenance, repair, minor construction, alteration, or other engineering services); recommending establishment of project cost limitations and obtaining funds availability; obtaining appropriate Installation Planning Board, environmental, fire, safety, occupational health, historical, and other regulatory/statutory coordination and approval; determining information systems requirements; recommending proposed project scope; and if required, develop and submit DD Form 1391 for higher headquarters approval. This includes, but is not limited to, the following: ensuring project design is in compliance with construction, environmental, historical, fire, safety, security, unexploded ordinance, and information systems standards and requirements, finalizing scope and quantification of requirements; developing contract documents to include SOW, project drawings, site plans, technical specifications, IGE, liquidated damages, and bid schedule; obtaining appropriate review, coordination, and approval on FSH Form 4283 or DD Form 1391, and establishing project milestones. The Service Provider shall provide project design support services to include maintaining design, modification, and approval documentation, closing out design folders upon project construction completion, and updating and maintaining IFS with required project information. The Service Provider shall provide CADDs support services to include the following: Preparing drawings and designs of real property facilities, systems, and equipment, reviewing outside prepared drawings and CADDs files, validating Project Final and As-Built CADDs files, entering drawing revisions into the master drawing file, establishing and maintaining an index of levels displaying equipment, component locations, doors, windows, etc., and maintaining, and controlling CADDs files and drawings.

C-8.3.2.5. *The Service Provider shall provide TO, IDIQ, JOC, DO, and one-time maintenance, repair, minor construction, and/or alteration construction management oversight services.* The Service Provider shall perform construction contract oversight to include the following: Reviewing and submitting recommendations for Government approval; contractor submittals for materials, equipment, procedures, designs, progress schedules, etc., attending pre-construction meetings to assist in defining and reviewing the contractor's quality control plan,

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government's quality assurance plan, and installation policies and procedures, coordinating utility outages and road closures. The Service Provider shall maintain project construction files (to include DD Form 1354) and update IFS with project status. Upon Government acceptance of project completion, the Service Provider shall obtain receipt of contractor conducted maintenance and repair training, manuals, tapes, and warranty program documentation, and update the installation master plan.

C-8.3.2.6. *The Service Provider shall provide Warranty and Trouble Call services.* The Service Provider shall conduct warranty and trouble call inspections and investigations, periodic construction warranty inspections, and brief customers on contractor installed equipment warranty coverage. The Service Provider shall conduct warranty and trouble call inspections and investigations to include discussing trouble call with requestor, visiting site, validating issue, verifying issue is under warranty and contacting supplier to provide corrective action, and if not under warranty initiating government provided corrective actions. The Service Provider shall conduct periodic warranty inspections on completed construction at end of first year and quarterly follow-ups for one year thereafter. Inspections include visiting work site, obtaining problems/discrepancies from building occupants, documenting problems/discrepancies, forwarding identified problems/discrepancies to Medical Command (MEDCOM) Contracting through the Government, and if no problems/discrepancies are identified prepare and forward closure report (MCGA-PW-CCB (415-10)) to MEDCOM Contracting through the Government. For successive warranty periods, conduct inspections at intervals as identified by MEDCOM Contracting. The Service Provider shall brief customers on contractor installed equipment warranty coverage's and procedures for obtaining warranty servicing. The Service Provider shall monitor and analyze maintenance and repair project deficiencies identified during warranty periods and incorporate corrective measures into future design plans.

C-8.3.3. The Service Provider shall provide Energy Program management services

C-8.3.3.1. *The Service Provider shall provide energy support services.* The service provider shall validate and provide the Government energy savings support documentation. The Service Provider shall provide energy awareness education services to installation personnel. This includes, but is not limited to, briefing at Newcomers Extravaganza, Energy awareness week activities, and as requested. The Service Provider shall assist and/or participate on energy usage inspections and external agency inspections and coordinate with the Energy Savings Program Contract (ESPC) issues/recommendations affecting the installation energy program. See Technical Exhibit 2 for list of Government-Furnished contracts available to support this service.

C-8.3.3.2. *The Service Provider shall Operate the installation Utility Monitoring and Control System (UMCS).* The Service Provider shall provide minimum essential manning to operate the installation UMCS 24 hours per day, 7 days per week. This service includes, but is not limited, to the following: Responding to system alarms by notifying appropriate maintenance and repair trades areas, installing software in the front end computer for system upgrades and expansions, revising set points, assisting, as required, with on-site system development by installing software and obtaining technical support, initiating report action to correct UMCS problems, providing system data dumps and reports as required. The Service Provider shall advise the Government on system performance and potential system enhancements.

C-8.3.4. The Service Provider shall conduct Specialized Engineering Studies and Analysis.

C-8.3.4.1. *The Service Provider shall conduct industrial engineering studies and analysis to determine and identify facility/equipment/personnel usage and conduct cost analysis studies.* This includes collecting and analyzing data, using engineering techniques and tools in identifying recommended courses of action, and present conclusions and recommendations to the Government. Studies include, but are not limited to, improving efficiency, resource usage determination, and conducting and/or supporting outsourcing considerations.

C-8.3.4.2. *The Service Provider shall conduct real property facility deficiency survey or study services.* The Service Provider shall conduct structural, civil, electrical, and mechanical surveys and studies to determine existing conditions or problems with real property facilities. This includes: Customer consultation, site visits, research

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of previously conducted surveys or studies, review of As-Built drawings, evaluation of environmental or historical implications, obtaining real property maintenance and repair trades evaluation, providing consulting services evaluation, analyzing gathered information, surveys, and studies, and preparing recommendations for the Government.

C-8.3.4.3. *The Service Provider shall conduct space utilization studies.* The Service Provider shall conduct special individual space studies to determine utilization, using Federal space standards and other appropriate criteria, and methods for consolidation and/or realignment as appropriate to optimize facility utilization. This includes collecting and analyzing data, using engineering techniques and tools in identifying recommended courses of action, prepare decision papers for installation planning board consideration, and present conclusions and recommendations to the Government.

C-8.3.4.4. *The Service Provider shall conduct traffic/parking studies.* The Service Provider shall conduct traffic/parking studies to determine need for upgrade and/or realignment of roads, sizing and/or designation of feeder, collector, and arterial roads, traffic signals and devices, or validation of safety issues. This includes preparing report of findings and recommendations and submitting to the Government.

C-8.3.4.5. *The Service Provider shall conduct security engineering studies, inspections, and analysis.* This includes collecting and analyzing data, using engineering techniques and tools in identifying recommended courses of action, and presenting conclusions and recommendations to the Government for meeting force protection and/or physical security mission requirements. The Service Provider shall perform arms and ammunition real property storage facility structural certification inspections. This includes: Site visits, research of previously conducted surveys or inspections, review of As-Built drawings, analyzing gathered data and provide to the Government certification of compliance/non-compliance with appropriate structural criteria.

C-8.3.4.6. *The Service Provider shall conduct flood plain management/dam breach studies and analysis scope development services.* The Service Provider shall conduct, and submit for Government approval, study/analysis planning to include the following: conducting site visits; consulting with requestor and users; recommending establishment of cost limitations and obtaining funds availability; obtaining appropriate regulatory/statutory coordination and approval; recommending proposed study/analysis scope; and develop and submit DA Form 4283 for approval. The Service Provider shall provide study/analysis support services to include maintaining study/analysis modification and approval documentation, closing out project folders upon study/analysis completion, and updating and maintaining IFS with required information.

C-8.3.4.7. *The Service Provider shall conduct utility systems studies and analysis.* This includes collecting and analyzing data, using engineering techniques and tools in identifying recommended courses of action, and present conclusions and recommendations to the Government.

C-8.3.4.8. *The Service Provider shall conduct handicapped accessibility studies and analysis.* This includes collecting and analyzing data, using engineering techniques and tools in identifying recommended courses of action, and present conclusions and recommendations to the Government.

C-8.3.4.9. *The Service Provider shall conduct structural systems studies, inspections, and analysis.* This includes collecting and analyzing data, using engineering techniques and tools in identifying recommended courses of action, and present conclusions and recommendations to the Government. This includes: Site visits, research of previously conducted surveys or inspections, review of As-Built drawings, analyzing gathered data and provide to the Government report of structural conditions, recommendations for correction, and risk assessment.

C-8.3.5. The Service Provider shall provide Real Property Planning services.

C-8.3.5.1. *The Service Provider shall provide support for the installation planning board and/or its working panels.* The Service Provider shall prepare (for installation board approval) customer requested: facility sitings; major construction programs prioritization; real property maintenance program prioritization; facility

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utilization/realignment actions; information management infrastructure actions. The Service Provider shall attend all installation planning board meetings and provide real property data as needed or requested. The Service Provider shall be responsible for, but not limited to, preparing and distributing board meeting agenda and associated handouts, notifying required attendees, recording planning board meeting minutes, and performing follow-up to board taskings.

C-8.3.5.1.1. *The Service Provider shall develop and analyze individual facility sitings.* This includes: verification of actual site conditions; developing siting specifics; preparing a detailed graphic description of the site development; analyzing impact on and compliance with the land use plan; analyzing impact on utility systems; analyzing impact on transportation network; analyzing conflicts with development constraints (such as, but not limited to, explosive safety quantity distance limits, airspace management safety overlay zones, radiation hazard clear zone limitations, fire safety clear zones); obtaining environmental baseline survey, endangered species act assessment/impact, national historic preservation act assessment/impact, national environmental policy act assessment/impact; and developing recommendations for installation board approval/disapproval.

C-8.3.5.1.2. *The Service Provider shall develop recommendations for major construction programs prioritization.* The Service Provider shall analyze proposed construction projects based upon, but not limited to, capital investment strategy, comparison of available assets versus documented facility requirements, installation mission and objectives, and Headquarters (HQ) Department of the Army (DA) and the Office for the Secretary of Defense (OSD) program priorities and objectives for installation board approval/disapproval.

C-8.3.5.1.3. *The Service Provider shall develop recommendations for the Real Property Maintenance Activity (RPMA) program prioritization.* The Service Provider shall analyze proposed project priority list projects based upon, but not limited to, capital investment strategy, installation mission and objectives, requestor priorities, project ranking matrix, and available RPMA resources for installation board approval/disapproval.

C-8.3.5.1.4. *The Service Provider shall develop and analyze facility utilization/realignment actions.* The Service Provider shall use Federal space standards and other appropriate space criteria to determine methods for consolidation and/or realignment to optimize facility utilization. This includes collecting and analyzing data, using engineering techniques and tools in identifying recommended courses of action, and, based upon analysis results, develop recommendations for installation board approval/disapproval.

C-8.3.5.1.5. *The Service Provider shall coordinate Information Management (IM) infrastructure actions.* The Service Provider shall incorporate IM infrastructure actions as identified in Section C-2 impacting installation planning board and working panel decisions.

C-8.3.5.1.6. *The Service Provider shall plan, develop, and coordinate recommendations for Furnishings, Fixtures, and Equipment (FFE) acquisition and installation actions.* The Service Provider shall analyze impact of individual facility sitings, major construction projects, RPMA projects, facility utilization/realignment actions, commander's mission objectives, requestor priorities, available FFE resources, and, based upon analysis results, develop recommendations of FFE acquisition and installation actions and priorities for installation board approval/disapproval.

C-8.3.5.2. *The Service Provider shall provide Space management services.* The Service Provider shall cooperate with and support external agency audits of the real property utilization. The Service Provider shall provide one-time and/or recurring extracts of the real property assignments.

C-8.3.5.2.1. *The Service Provider shall provide real property assignment and termination services.* The Service Provider shall, as reflected in the installation planning board decisions: prepare occupant assignment/termination letters; monitor occupant compliance with assignment/termination notification; where appropriate, conduct in-process reviews on status of occupant compliance with directed facility

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realignments; update IFS and other required databases as assignment status changes; and provide status of occupant compliance to the Government.

C-8.3.5.2.2. *The Service Provider shall provide management of reassignable facility services.* The Service Provider shall review utilization of all facilities to identify unutilized/underutilized facilities. For unutilized/underutilized facilities the Service Provider shall obtain limited environmental baseline survey, endangered species act assessment, national historic preservation act assessment, facility condition assessment/description and prepare the McKinney Homeless Act Title V checklist and submit for Government approval. The Service Provider shall submit approved checklist to MACOM. The Service Provider shall update IFS when facility availability is published in the federal register. Upon change in status of facility availability the Service Provider shall provide notification to Department of Housing and Urban Development (HUD) of change in facility status and monitor federal register publication to ensure action is taken by HUD. The Service Provider shall ensure all vacant facilities available for reassignment are secure. The Service Provider shall obtain keys and document key accountability on DA Form 5513-R.

C-8.3.5.2.3. *The Service Provider shall provide real property facility utilization analysis services.* The Service Provider shall receive and process requests for facility assignments or reassignments to include searching database for potential facilities, showing facility to customer, identifying required facility maintenance, assisting in obtaining utility services, coordinating support agreements in obtaining facility cost reimbursements, preparing assignment letter, and conducting in-process reviews with customer. The Service Provider shall recommend to the Government when to accomplish conversions, diversions, rehabilitation's, designations, and possible disposal of government assets in order to accommodate units and activities who's mission requirements have changed. Upon approval of recommendations, the Service Provider shall prepare facility conversion/diversion request documentation and submit to the Major Command (MACOM) and/or HQ DA for approval. Upon receipt of conversion/diversion approval/disapproval from MACOM and/or HQ DA, the Service Provider shall post appropriate changes to IFS. Upon completion of conversion/diversion of a facility by the construction agency and receipt of the DD Form 1354, the Service Provider shall post appropriate changes to IFS.

C-8.3.5.3. *The Service Provider shall provide real property master planning services.* The Service Provider shall provide one-time and/or recurring extracts of the real property master plan. The Service Provider shall cooperate with and support external agency audits of the real property master plan.

C-8.3.5.3.1. *The Service Provider shall provide real property master plan update services.* The Service Provider shall, as reflected in the installation planning board decisions: post individual facility siting impact changes to the land use plan, general site plan, building area plan, and other appropriate real property master plan components. The Service Provider shall modify/update plans and as required create/import/update graphical real property master plan records. The Service Provider shall modify/update plans and as required create/import/update graphical real property master plan records using CADDs. This includes, for newly approved and altered facility sitings, posting updated footprint of facility and supporting outside plant improvements as project design details mature to the plan. The Service Provider shall delete proposed facilities from installation plans upon receipt of approved DD Form 1354. The Service Provider shall ensure tabular databases associated with construction programs are updated as required. The Service Provider shall print requested plans and submit to requestor. The Service Provider shall update IFS as appropriate.

C-8.3.5.3.2. *The Service Provider shall provide real property master plan analysis services.* The Service Provider shall, in coordination with the installation tenants, develop and submit for Government approval the capital investment strategy for each individual facility category group. The Service Provider shall review aggregate facility requirements to identify land use requirements in comparison to land use allocated in the land use plan. The Service Provider shall analyze aggregate mission and facility requirement change impacts on the real property master plan and prepare and submit to the Government recommendations for changes to the land use plan, general site plan, building area plan, historical landscape master plan, and

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other appropriate plan components. Upon Government approval, the Service Provider shall submit to the installation planning board for consideration,, proposed changes to the land use plan, general site plan, building area plan, and other appropriate plan components.

C-8.3.5.3.3. *The Service Provider shall represent the installation at regional planning functions and meetings.* The Service Provider shall, in coordination with other installation activities, develop installation position for presentation at meeting with local and State government. Provide pertinent installation planning data to other agencies for consideration in development of regional plans. Serve as member on regional planning boards and committees such as Alamo Area Council of Governments (AACOG) in areas relating to real property and community development. The Service Provider shall inform the Government of community and regional plans effecting the installation and actions being taken to minimize adverse effects.

C-8.3.5.4. *The Service Provider shall provide real property facility requirements analysis support,* The Service Provider shall review actual population to determine if all activities shown in the Army Stationary and Installations Plan (ASIP) as being stationed on the installation are in fact properly assigned real property facilities in IFS. The Service Provider shall study facility requirements of individual units and activities and where documented requirements do not match facility allowances edit the RPLANS database to reflect the supportable requirements. The Service Provider shall transmit an updated Rplans database, incorporating all current edits, to HQ MEDCOM at the end of each fiscal year. The Service Provider shall prepare the Installation Commander's Annual Real Property Utilization Survey (ICARPUS) and submit for Government approval. These include retrieving and analyzing necessary data/information, coordinating with appropriate agencies, and preparing and conducting briefings as requested. The Service Provider shall provide one-time and/or recurring real property facility requirements reports. The Service Provider shall cooperate with and support external agency audits of real property facility requirements.

C-8.3.5.5. *The Service Provider shall provide utility support services.* Utilities include, but are not limited to, water, reuse water, electrical, sewage, natural gas, and propane. The Service Provider shall analyze and report consumption usage, post the Redesigned Army DEURS Data System (RADDS) database with required data, and submit electronically to the MACOM. The Service Provider shall provide one-time and/or recurring utility management reports. The Service Provider shall cooperate with and support external agency audits of the utility management program.

C-8.3.5.5.1. *The Service Provider shall notify the appropriate utility agency of new, discontinued, and upgraded utility service requirements, coordinate with utility provider regarding connection fees, coordinate public utility construction efforts and traffic flow impact, and coordinate billing procedures with utility provider.* The Service Provider shall process utility billings to include validating utility invoices versus consumption usage and forwarding invoices to the Government. The Service Provider shall develop and provide to the Government all technical specifications for incorporation in initial and modified utility contracts.

C-8.3.5.5.2. *The Service Provider shall determine annual utility reimbursement rate, obtain utility meter readings, as appropriate, and provide the Government monthly utility billings and annual utility summary for individual installation tenants receiving utilities on a reimbursable basis.*

C-8.3.6. The Service Provider shall provide Real Property Facility Acquisition services.

C-8.3.6.1. *The Service Provider shall develop Military Construction (MILCON) and AFH post-acquisition improvement/construction project requests for approval.* The Service Provider shall develop project requirements based upon customer request for new facility or modifications to existing facility, identify facilities being obligated for demolition against the project, and submit to the Government for Installation Commander's approval. Included in project development requirements are the following: Collect customer input, apply planning tools to validate requirement, develop project alternatives, perform economic analysis, select best option, evaluate selected project site, prepare description of existing facilities and deficiencies, prepare project design and equipment list, collect environmental impact data and environmental impact statement, collect

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utilities data, statement of traffic impact, prepare description of energy use, collect and analyze data regarding fire, security, safety, etc. impacts, prepare project scope of work, prepare cost estimate for all project aspects, check economic cost analysis and revise as needed, and obtain installation, and other required, coordination and certification on DD Form 1391. Upon receipt of the Installation Commander's approval, the Service Provider shall submit electronically the programming document (DD Form 1391) to the appropriate MACOM. The Service Provider shall provide all follow-on study, analysis, and revision of project documentation necessary to obtain project approval. The Service Provider shall cooperate with and support external agency audits of project scope and justification.

C-8.3.6.2. *The Service Provider shall develop program justification and briefing packages for major construction programs and submit for Government approval.* This includes presenting justification to appropriate agencies/offices and other echelons above installation.

C-8.3.6.3. *The Service Provider shall provide MILCON and AFH post-acquisition improvement/construction and project design support services.* The Service Provider shall obtain and provide to the designer (as designated by the Government) all necessary design technical and functional criteria/data such as base mapping, technical manuals, design instructions, etc. The Service Provider shall accomplish all necessary installation, and echelon above installation, project design and/or design build Request For Proposal (RFP) coordination/review of design documents. The Service Provider shall conduct meetings as necessary to identify and resolve design issues/changes. The Service Provider shall receive review comments, research and analyze comments, develop recommendations and submit to the Government for installation approval/disapproval and/or modification. Upon obtaining decision, the Service Provider shall provide comments to and answer all design questions from the design agency.

C-8.3.6.4. *The Service Provider shall provide pre-construction, construction, and acceptance support of major MILCON and AFH post-acquisition improvement/construction projects.* The Service Provider shall participate in pre-construction and in-progress construction conferences with installation representatives and users. The Service Provider shall notify and provide recommendations to the Government of any issues, actions, and problems requiring decisions. The Service Provider shall analyze and coordinate discretionary change proposals and submit recommendations for Government approval/disapproval. The Service Provider shall participate in partnering activities with installation representatives, users, construction agent, and contractors. The Service Provider shall participate in pre-final inspection and assist installation representatives and users in documenting deficiencies. The Service Provider shall attend final inspection and obtain any user/Public Works manuals, receive as-built drawings, and receive warranty documentation.

C-8.3.6.5. *The Service Provider shall participate in post-construction warranty inspections, trouble call inspections and investigations, and periodic construction warranty inspections.* The Service Provider shall monitor and analyze post-construction deficiencies identified during warranty periods and incorporate corrective measures into future projects.

C-8.3.7. The Service Provider shall provide Real Estate Management services.

C-8.3.7.1. *The Service Provider shall manage the demolition/disposal of facilities and associated real property.* The Service Provider shall review all requests for demolition/disposal, obtain environmental baseline survey, endangered species act assessment, and as required, record of coordination, appropriate National Environmental Policy Act (NEPA) documentation, national historic preservation act assessment, appropriate historical coordination and mitigation as identified in Section C-10, legal coordination, McKinney Homeless Act, and HUD coordination and submit to the Government. The Service Provider shall compile/update a disposal listing of all facilities proposed for disposal and reflect the status of efforts to coordinate and execute disposal. Upon Government approval, the Service Provider shall ensure utilities are disconnected, real property equipment removed, identify associated real property (sidewalks, roads, poles, etc.) for disposal, update IFS and installation maps, and complete final disposition section of DA Form 337. The Service Provider shall ensure all vacant facilities programmed for demolition are secure. The Service Provider shall obtain keys and document key

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accountability on DA Form 5513-R. The Service Provider shall prepare facility substitution request documentation and submit to HQ DA, through the Government, for approval. Upon receipt of substitution approval/disapproval from HQ DA, the Service Provider shall post appropriate changes to IFS. Upon completion of demolition of a facility by the construction agency and receipt of the DD Form 1354, the Service Provider shall post appropriate changes to IFS.

C-8.3.7.2. *The Service Provider shall process outgrant request from non-Army agencies.* The Service Provider shall coordinate with the requestor and installation staff elements, obtain maps, legal description metes and bounds, fair market value appraisal, environmental baseline survey/finding of suitability to lease, endangered species act assessment, and as required, record of coordination, national historic preservation act assessment, appropriate historical/archaeological covenants and restrictions as identified in Section C-10, legal coordination, and prepare complete report of availability. The Service Provider shall develop recommendations for waiver to competition and/or waiver to fair market value and submit recommendations with report of availability request to the Government for approval. Upon Government approval, submit to the MACOM or Secretary for the Department of the Army (SECDA) for approval/disapproval. As required respond to inquiries and request for clarification from echelons above installation. Upon notification from the supporting engineering district of an executed outgrant, update IFS, and provide copy of executed outgrant to the support agreement coordinator. The Service Provider shall identify to the Government and supporting engineering district projected workload associated with new and renewed out grants. Upon receipt of budgetary projections from the supporting engineering district provide that information through the Government for funding.

C-8.3.7.3. *The Service Provider shall process excess actions to transfer facilities/land to outside agencies.* The Service Provider shall coordinate with installation staff elements, obtain maps, legal description metes and bounds, fair market value appraisal, environmental baseline survey/finding of suitability to transfer, endangered species act assessment and, as required, record of coordination, national historic preservation act assessment and, as required, appropriate historical/archaeological covenants and restrictions, legal coordination, and prepare complete Report Of Excess (ROE). The Service Provider shall develop recommendations for waiver to competition and/or waiver to fair market value and submit recommendations with ROE request for Government approval. Upon Government approval, submit the ROE to the SECDA for approval/disapproval. As required respond to inquiries and request for clarification from echelons above installation. Upon notification from the supporting engineering district and/or General Services Administration (GSA) of a completed transfer, update IFS, and installation maps upon receipt of completed DD Form 1354. Completion of excess actions typically take 3-5 years and the Service Provider shall complete those actions in process at contract award and to initiate actions, pursuing completion to the maximum extent possible during the contract duration. Actions in process at contract completion will be fully documented and turned over to the Government.

C-8.3.7.4. *The Service Provider shall conduct inventory of all facilities, land, and associated real property.* The Service Provider shall ensure permanent changes to facilities/land have been documented on DD Form 1354 and update IFS and installation maps as required. The Service Provider shall investigate and initiate Report of Survey (DA Form 4697) for incidents involving the disappearance of or damage to real property. The Service Provider shall prepare and provide to the Government the Chief Financial Officer (CFO) Act certification of value and quantity of real property holdings. The Service Provider shall provide one-time and/or recurring extracts of the real property inventory. The Service Provider shall cooperate with and support external agency audits of the real property inventory.

C-8.3.7.5. *The Service Provider shall maintain official installation maps, graphical real property facility records, and provide Engineering "Blue Print" duplication services.* The Service Provider shall modify/update maps and as required create/import/update graphical real property facility records. The Service Provider shall field verify map and graphical real property facility record data to ensure accuracy. The Service Provider shall modify/update maps and as required create/import/update graphical real property facility records using CADDs. This includes, for newly constructed and expanded facilities, posting footprint of facility and supporting outside plant improvements to the map and creating/importing/updating graphical real property records with all interior details (i.e., walls, floors, and utility lines). The Service Provider shall modify or delete existing facilities or land

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from installation maps upon receipt from approved DD Form 1354. The Service Provider shall ensure tabular databases are updated as required. The Service Provider shall print requested maps and submit to requestor. When required, the Service Provider shall identify associated real property, acres, square footage, linear footage, and boundary lines to specific maps. The Service Provider shall provide architectural "E" size drawing duplications as required. The updating and modifying of maps for facility interior detail is limited to new construction and/or expansion of existing facilities.

C-8.3.7.6. *The Service Provider shall review all minor construction/alteration projects, major construction projects, and maintenance/repair projects.* The Service Provider shall, as required, assign category code, facility number, and street address. The Service Provider shall identify to the design agency additional information necessary to properly identify whether or not the work constitutes a capital improvement and properly complete the draft DD Form 1354. The Service Provider shall update IFS and installation maps as required. The Service Provider shall obtain project status, ensure DD Form 1354's are received from construction agency, and update IFS and installation maps as required.

C-8.3.7.7. *The Service Provider shall process real property donation requests.* The Service Provider shall coordinate project design for donated real property and process documentation for acceptance of donation. The Service Provider shall obtain and provide to the designer (as designated by the Government) all necessary design technical and functional criteria/data such as base mapping, technical manuals, design instructions, etc. The Service Provider shall accomplish all necessary installation, and echelon above installation coordination/review of design documents. The Service Provider shall receive review comments, research and analyze comments, develop recommendations and submit to the Government for installation approval/disapproval and/or modification. The Service Provider shall provide pre-construction, construction, and acceptance support of donated real property. The Service Provider shall participate in pre-construction and in-progress construction conferences with installation representatives and users. The Service Provider shall notify and provide recommendations to the Government of any issues, actions, and problems requiring decisions. The Service Provider shall analyze and coordinate discretionary change proposals and submit to the Government recommendations for approval/disapproval. The Service Provider shall participate in partnering activities with installation representatives, users, construction agent, and contractors. The Service Provider shall participate in pre-final inspection and assist installation representatives and users in documenting deficiencies. The Service Provider shall attend final inspection and obtain any user/Public Works manuals, receive as-built drawings, and receive warranty documentation and provide to the Government. The Service Provider shall ensure a DD Form 1354 is completed and IFS and graphical real property facility records and maps are updated. Completion of donation actions typically take 3-5 years and the Service Provider shall complete those actions in process at contract award and to initiate actions, pursuing completion to the maximum extent possible during the contract duration. Actions in process at contract completion will be fully documented and turned over to the Government.

C-8.3.8. The Service Provider shall provide Engineering Unique System Network and Application services to include support to the installation Fire and Emergency Service division.

C-8.3.8.1. *The Service Provider shall maintain engineering systems and databases.* The Service Provider shall perform daily engineering systems database maintenance. This includes identifying and correcting problems within IFS, HOMES as identified in Section C-9, Facility Engineering Supply, and other Standard Army Engineering System databases. The Service Provider shall perform daily, weekly, monthly, and yearly back-up and End of Day procedures for the engineering systems databases. The Service Provider shall install hardware and software, as required, to maintain compatibility with other Standard Army Engineering Systems. The use of the Standard Army Engineering Systems is mandatory. The Service Provider shall update tables in the IFS, and other Standard Army Engineering Systems database to include, but not limited to, data fields, data field descriptions, and associated standard hours and notify personnel effected of the new fields.

C-8.3.8.2. *The Service Provider shall retrieve database information and run required database reports.* The Service Provider shall use Structured Query Language (SQL) and/or other retrieval languages to retrieve information

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from databases as required. This includes determining the source database, timeframe, and format, validating the information, and providing information to requestor. The Service Provider shall retrieve and run housing reports from the HOMES database as required. This includes selecting the appropriate existing report(s) or creating new report(s), processing report, and submitting report(s) to housing office.

C-8.3.8.3. *The Service Provider shall maintain Public Work's Computer Aided Design and Drafting System (CADDs and Geographical Information System (GIS)).* The Service Provider shall update CADDs and GIS as required to ensure compliance with TRI-Service standards at all times.

C-8.3.9. The Service Provider shall provide Public Works Job Cost Accounting services. The Service Provider shall provide job cost accounting services. The Service Provider shall ensure that the Government established limits for work and service orders are not exceeded. The Service Provider shall ensure that the Job Cost Accounting (JCA) module of the IFS-Client Server (IFS-CS) contains accurate and up to date data. The Service Provider shall provide IFS-CS information/data in a variety of displays. This includes, but is not limited to, the following: Data by Technical Data Code (TDAC), data by Account Processing Code (APC), data by facility, data by Customer Identification, data by work or service order number, data by Special Interest Code, data by employee, data by date of work, and data for General Flag Officer Quarters (GFOQ) expenditures. The Service Provider shall update the JCA of IFS-CS with Standard Financial System (STANFINS) information as provided by the Government.

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C-8.4. Technical Exhibits.

TECHNICAL EXHIBIT 1 – SERVICE PERFORMANCE SUMMARY (SPS)

TECHNICAL EXHIBIT 2 – GOVERNMENT FURNISHED CONTRACTS

TECHNICAL EXHIBIT 3 – ACRONYMS AND DEFINITIONS

TECHNICAL EXHIBIT 4 – PUBLICATIONS AND FORMS

TECHNICAL EXHIBIT 5 – REQUIRED REPORTS

TECHNICAL EXHIBIT 6 – ESTIMATED ANNUAL WORKLOAD AND ASSOCIATED FACTORS

TECHNICAL EXHIBIT 7 – PERFORMANCE SUMMARY OF QUALITY CONTROL STANDARDS

(Engineering and Support Services)

TECHNICAL EXHIBITS

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C-8.4.1. Technical Exhibit 1—Service Performance Summary (SPS).

C-8.4.1. SERVICE PERFORMANCE SUMMARY (SPS). The SPS charts, at the end of this technical exhibit:

C-8.4.1.1. Lists the specific paragraph in the SPS that the government will surveil. The absence of any contract requirement from the SPS shall not detract from its enforceability or limit the rights or remedies of the government under any other provision of the contract, including the clauses entitled “Inspection of Services” and “Default.”

C-8.4.1.2. Lists the service to be performed.

C-8.4.1.3. Lists the standard of performance for each specific service.

C-8.4.1.4. Lists the maximum error rate from standard performance for that service, that may occur before the government will determine the service to be unacceptable. The lot size is used when random sample is the basis for surveillance. The period of time covered by the inspection is also listed.

C-8.4.1.5. Lists the surveillance methods the government will use to evaluate the service provider’s performance in meeting the contract requirements.

C-8.4.2. GOVERNMENT QUALITY ASSURANCE. Service Provider performance will be compared to the contract standards and performance requirements using the Quality Assurance Surveillance Plan (QASP). This document is for government use only.

C-8.4.2.1. Random sampling of recurring service output items (daily, weekly, monthly, quarterly, semiannually, annually, or as required) as determined necessary to assure a sufficient evaluation of contractor performance.

C-8.4.2.2. One Hundred-Percent Inspection of those tasks that occur infrequently and cannot be random sampled because the sample size for a small lot may exceed the lot size. This type of inspection occurs each time a task is performed.

C-8.4.2.3. Periodic surveillance of output items (daily, weekly, monthly, quarterly, semiannually, annually, or as required) as determined necessary to assure a sufficient evaluation of contractor performance.

C-8.4.2.4. Customer complaints.

C-8.4.3. PERFORMANCE EVALUATION. Performance of a service will be evaluated to determine whether or not it meets the minimum standard listed in the contract. When the performance standard is exceeded, a Contract Discrepancy Report (CDR) will be issued to the contractor by the contracting officer. The contractor shall respond to the CDR by completing the form and returning it to the contracting officer within 15 calendar days of receipt

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PRD PARA	SERVICE PERFORMED	PERFORMANCE STANDARD	MAX ERROR RATE	SURV METHOD
C-8.3.2.	The Service Provider shall provide Maintenance, Repair, Minor Construction and Alteration Project Design and Contracting services for service order/work requests over \$2,000 in labor costs	93% of projects as reflected in the AWP/PPL compatible with IDG	5% Lot = Number of Projects Completed Annually	100% Inspection
C-8.3.2.	The Service Provider shall provide Maintenance, Repair, Minor Construction and Alteration Project Design and Contracting services for service order/work requests over \$2,000 in labor costs	80% of projects as reflected in the AWP/PPL completed	5% Lot = Number of Projects Completed Annually	100% Inspection
C-8.3.3.	The Service Provider shall provide Energy Program Management services	Meet 92% of the installation established energy goal	5% Lot = The Installation Established Energy Goal Annually	100% Inspection
C-8.3.5.1.1.	The Service Provider shall develop and analyze individual facility sitings	92% of individual facility sitings as approved by the Real Property Installation Planning Board (RPIPB) are compatible with the land use plan	3% Lot = Number of RPIPB approved facility siting Annually	100% Inspection
C-8.3.7.4.	The Service Provider shall conduct inventory of all facilities, land, and associated real property	92% of the critical data element fields population in the Real Property Inventory IAW AR 405-45 and DA PAM 405-45	3% Lot = Number of Critical Data Element Fields Populated Annually	Random Sampling

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C-8.4.2. Technical Exhibit 2—Government Furnished Contracts.

Contract No.	Service Provider	Service Description	Comments
DACA63-98-D0003	Rust	Job Order Contract for Construction/Repair	Provided as part of PRD Service C-8.3.2.
DACA63-98-D0025	KM	A-E Services	Provided as part of PRD Service C-8.3.2.
MIPR-COE		NEPA and Real Property Actions	Provided as part of PRD Service C-8.3.5.1.7.
DADA10-99-D0053	Johnson Controls Incorporated	Energy Savings Performance Contract (ESPC)	Provided as part of PRD Service C-8.3.3.1.
DADA10-99-D0051	HEC Incorporated	Energy Savings Performance Contract (ESPC)	Provided as part of PRD Service C-8.3.3.1.
DACA63-98-D0026	Ferro-Taylors	A-E Services	Provided as part of PRD Service C-8.3.2.

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C-8.4.3. Technical Exhibit 3—Acronyms and Definitions.

This Technical Exhibit contains only those acronyms and definitions that are unique to Section C-8 of the PRD. Please refer to Appendix A, Section C-1.5 for all others not cited in this Technical Exhibit.

ACRONYMS

A-E – Architect-Engineer
AFH – Army Family Housing
APC – Account Processing Code
ASIP – Army Stationary and Installations Plan
AWP – Annual Work Plan
CADDs – Computer-Aided Design and Drafting System
CBD – Commerce Business Daily
CBE – Command Budget Estimate
CFO – Chief Financial Officer
COE – Corps of Engineers
CS – Client Server
DFAR – Defense Federal Acquisition Regulation
DOC – Delivery Order Contract
DUERS – Defense Utility Energy Reporting System
EMCS – Energy Management Control Systems
ESPC – Energy Savings Performance Contract
FAR – Federal Acquisition Regulation
FFE – Furnishings, Fixtures, and Equipment
FOSL – Finding of Suitability to Lease
FOST – Finding of Suitability to Transfer
FSHP – Fort Sam Houston Pamphlet
GFOQ – General Flag Office Quarters
GIS – Geographic Information System
HOMES – Housing Operations Management System
HQ - Headquarters
HUD – Department of Housing and Urban Development
HVAC – Heating, Ventilating, and Air Conditioning
ICARPUS – Installation Commander's Annual Real Property Utilization Survey
IDG – Installation Design Guide
IDIQ – Indefinite-Quantity

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IFS – Integrated Facilities System
IGE - Independent Government Estimate
IM – Information Management
ISR – Installation Status Report
JCI – Johnson Controls Incorporated
JOC – Job Order Contract
MACOM – Major Command
MCA – Military Construction Authorization
MILCON – Military Construction
MIPR – Military Interdepartmental Purchase Request
N/A – Not Available
NAF – Non-Appropriated Fund
NEPA – National Environmental Policy Act
OSD – Office of the Secretary of Defense
PC – Personal Computer
POM – Program Objective Memorandum
PPL – Project Priority Listing
PW – Public Works
PWN – Public Works Network
RADDS – Redesignated Army DUERS Data System
RFI – Request for Information
RFP – Request for Proposal
ROA – Report of Availability
ROE – Report of Excess
RP– Real Property
RPIE– Real Property Installed Equipment
RPLANS – Real Property Planning and Analysis System
RPMA – Real Property Maintenance Activity
RPMP – Real Property Master Plan
RQC – Requirements Contract
SBC – Service Based Costing
SECDA – Secretary for the Department of the Army
SOW – Statement of Work
SQL – Structured Query Language
STANFINS – Standard Financial System

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TDAC – Technical Data Code

TM – Technical Manual

TOC – Task Order Contract

TxDOT – Texas Department of Transportation

UMCS – Utility Monitoring and Control System

UPH – Unaccompanied Personnel Housing

DEFINITIONS

Alteration

Change to interior or exterior facility arrangements to improve use of the facility for its current purpose. This includes installed equipment made part of the existing facility. Additions, expansions, and extensions are not alterations.

Category Code

Facility or land classification found in AR 415-28.

Conversion

Structural – Work required to adjust interior arrangements or other physical features of an existing facility so that it may be used for a new function, including installed equipment made part of the existing facility.

Utilization – Permanent change in use from existing facility category code to another facility category code.

Delivery Order Contract (DOC)

An indefinite-quantity contract provides for an indefinite quantity, within stated limits, of supplies or services to be furnished during a fixed period, with deliveries or performance to be scheduled by placing orders with the contractor. Quantity limits may be expressed in terms of numbers of units or as dollar values.

Diversion

A temporary change in the use of a facility not to exceed 36 months. Diversion requires a real property inventory record annotation of the applicable temporary facility construction category code.

Excess Real Property

Any real property under the control of any federal agency that is not needed for the discharge of agency responsibilities.

Integrated Facilities System (IFS)

An automated information evaluation system that encompasses life cycle management of real property resources. It is also the source of the installation real property inventory.

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Installation Design Guide (IDG)

A document prepared by an installation that provides specific guidance on the exterior and interior design parameters for the installation. All installation improvements, renovation projects, and new construction must comply with the IDG.

Job Order Contracting (JOC)

Indefinite quantity/indefinite delivery contracts are awarded by means of competitive procedures, including awards under the 8(a) program, and work is accomplished via individual delivery orders that specify pre-priced units of work identified in a Unit Price Book.

Outgrants

Government property granted to others for temporary use to include leases (outleases), easements, licenses, and permits.

Real Property Installed Equipment (RPIE)

Those items of government owned or leased accessory equipment, apparatus and fixtures which aid in the function of the real property and are permanently attached to, integrated into, built in or on government owned or leased property.

Real Property Master Plan (RPMP)

The installation commander's plan for management and development of the installation's real property resources. It analyzes and integrates the plans prepared by the installation and other garrison and tenant activities, higher headquarters, and neighboring communities to provide for orderly development of real property resources. A complete RPMP forms the foundation for the development for all peacetime facility management and construction development activities on the installation.

Real Property Records

Real property records consist of DD Form 1354 (Transfer and Acceptance of Military Real Property), DA Form 2877 (Real Property Record Card), and an engineering data file consisting of maps, plans, and specifications that relate to real property.

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C-8.4.4. Technical Exhibit 4—Publications and Forms.

Publications and Forms that specifically apply to Section C-8 of the PRD are listed below. Appendix B, Section C-1 also contains listings of publications and forms that shall be included with this Technical Exhibit to define the full listing of applicable documents. The publications and forms have been coded as mandatory or advisory. The Service Provider is obligated to follow those publications and use those forms coded as mandatory to the extent specified in other portions of PRD Section C-8. The Service Provider shall be guided by those publications or use those forms coded advisory to the extent necessary to accomplish requirements in this PRD. All publications and forms listed will be provided by the Government at the start of the contract. It is the responsibility of the Service Provider to establish follow-on requirements if necessary. Supplements or amendments to listed publications from any organizational level may be issued during the life of the contract.

Table 4-1: Federal Government Documents

Document	Publication Name	Date
EO 11988	Flood Plain Management	May 77 Mandatory
EO 12411	Government Work Space Management Reforms	Mar 83 Mandatory
EO 12512	Federal Real Property Management	Apr 85 Mandatory
FAR	Federal Acquisition Regulation	Jan 97 Mandatory
DFAR	Defense Federal Acquisition Regulation	Mandatory
PL 97-214	Military Construction Codification Act	Jan 96 Mandatory
PL 100-77	Stewart B. McKinney Homeless Assistance Act	Jan 96 Mandatory
PL 100-628	Stewart B. McKinney Homeless Assistance Amendments Act of 1988	Jan 96 Mandatory
PL 101-645	Stewart B. McKinney Homeless Assistance Amendments Act 1990	Jan 96 Mandatory
PL 102-550	Stewart B. McKinney Homeless Housing Assistance Amendments Act 1992	Jan 96 Mandatory

Table 4-2: Department of Defense Documents

Document	Publication Name	Date
DOD 4160.21-M	Defense Revitalization and Marketing Manual	Mar 90 Mandatory
DOD 4165.14	Inventory of Real Property	Dec 66 Mandatory
DODD 1125.3	Vending Facility Program for the Blind on Federal Property	Apr 78 Mandatory

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Document	Publication Name	Date
DODD 1225.7	Reserve Component Facilities Program	Mar 96 Mandatory
DODD 4165.6	Real Property Acquisition, Management, and Disposal	Sep 87 Mandatory
DODD 4270.5	Military Construction Responsibilities	Mar 82 Mandatory
DODI 4165.14 CE-04	Inventory of Military Real Property	Aug 77 Mandatory
DODI 4165.3	Department of Defense Facility Class and Construction Categories	Oct 78 Mandatory
DODI 4165.56	Relocatable Buildings	Apr 88 Mandatory
MPI	Master Planning Instructions	Jul 93 Mandatory

Table 4-3: Army Regulations

Document	Publication Name	Date
AR 5-5	Army Studies and Analysis	Jun 96 Advisory
AR 5-9	Intraservice Support Installation Area	Apr 84 Mandatory
AR 5-10	Stationing	Jul 96 Mandatory
AR 5-18	Army Stationing and Installation Plan	Oct 93 Mandatory
AR 55-80	Highways for National Defense	Dec 82 Mandatory
AR 210-20	Master Planning for Army Installations	30 Jul 93 Advisory
AR 215-1	Morale, Welfare, and Recreation Activities and Non-appropriated Fund Instrumentalities	25 Oct 98 Advisory
AR 405-10	Acquisition of Real Property	Jul 94 Mandatory
AR 405-45	Inventory of Army Real Property	Mar 82 Mandatory
AR 405-70	Utilization of Real Property	15 Sep 93 Mandatory

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Document	Publication Name	Date
AR 405-80	Management of Title and Granting Use of Real Property	10 Oct 97 Mandatory
AR 405-90	Disposal of Real Estate	10 May 85 Mandatory
AR 415-10	Military Construction – General	Mar 84 Advisory
AR 415-15	Military Construction – Army (MCA) Program, Development or (Army Military Construction Program Development and Execution	04 Sep 98 Mandatory
AR 415-16	Army Facilities Component System	Mar 89 Mandatory
AR 415-18	Military Construction Responsibilities	Sep 82 Mandatory
AR 415-19	Nonappropriated-Funded Construction	Jun 90 Mandatory
AR 415-28	Department of the Army Real Property Category Codes	Oct 96 Mandatory
AR 415-32	Construction-Engineer Troop Unit Construction with Training Activities	Jun 67 Mandatory
AR 420-10	Management of Installation Directorates of Public Works	15 Apr 97 Advisory
AR 420-16	Facilities Engineering Reports	30 Sep 87 Mandatory
AR 420-17	Real Property and Resource Management	13 Dec 76 Mandatory
AR 420-18	Facilities Engineering Materials, Equipment, and Relocatable Building	03 Jan 92 Mandatory
AR 420-40	Historic Preservation	Apr 84 Mandatory
AR 420-41	Acquisition and Sale of Utility Services	15 Sep 90 Mandatory
AR 420-70	Buildings and Structures	10 Oct 97 Mandatory
AR 420-72	Surfaced Areas, Bridges, Railroad Track and Associated Appurtenances	Mar 91 Mandatory
AR 500-10	Nonindustrial Facilities	Nov 74 Mandatory

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Document	Publication Name	Date
AR 700-68	Storage and Handling of Compressed Gasses and Gas Liquids in Cylinders	Jan 90 Mandatory
AR 700-72	Mobile Electric Power	Dec 70 Mandatory
AR 710-2	Inventory Management Supply Policy Below the Wholesale Level	Oct 97 Mandatory
AR 710-3	Asset Tracking Reporting System	May 92 Mandatory
AR 735-5	Policies and Procedures for Property Accountability	31 Jan 98 Advisory

Table 4-4: Department of the Army Pamphlets (DA Pam)

Document	Publication Name	Date
CECPW-P PAM 96-1	The DPW/DEH Reference Book	Apr 96 Advisory
DAP 405-1	Army and Air Force Basic Real Estate Agreements	Feb 95 Advisory
DAP 415-28	Guide to Army Real Property Codes	Oct 96 Advisory
DAP 415-3	Economic Analysis: Description and Methods	Aug 92 Advisory
DAP 420-6	Directorate of Public Works Resource Management System	15 May 97 Advisory
DAP 420-8	Facilities Engineering Management Handbook	Sep 78 Advisory
DAP 420-10	Space Management Guide	05 Feb 87 Advisory
DAP 420-11	Project Definition and Work Classification	07 Oct 94 Advisory

Table 4-5: Ft Sam Houston Regulations, Pamphlets, and Supplements

Document	Publication Name	Date
FSHP 210-20-3	FSH Installation Design Guide	Oct 91 Advisory

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Table 4-6: Commercial and Other Standards

Document	Publication Name	Date
NFPA 13/13D/13R	Installation of Sprinkler Systems	Aug 96 Mandatory
NFPA 70	National Electrical Code	Aug 96 Mandatory
NFPA 72	National Fire Alarm Code	Aug 96 Mandatory
TM 5-800-2	Cost Estimates: Military Construction	Jun 85 Mandatory
TM 5-800-4	Programming Cost Estimates for Military Construction	May 94 Mandatory
TM 5802-1	Economic Studies for Military Construction Design-Applications	Dec 86 Mandatory
TM 5-803-1	Installation Master Planning	Jun 86 Mandatory
TM 5-620	Maintenance and Repair of Architectural and Structural Elements of Buildings and Structures	May 90 Mandatory
TM 5-803-5	Installation Design	Mar 81 Mandatory
TM 5-803-12	Planning of Outdoor Recreation Areas	Sep 86 Mandatory
TM 5-803-13	Landscape Design and Planting Criteria	Aug 88 Mandatory
TM 5-803-14	Site Planning and Design	Oct 94 Mandatory
TM 5-805-8	Builders Hardware	Jan 92 Mandatory
TM 5-809-10	Seismic Designs for Buildings	Oct 92 Mandatory
TM 5-809-10-1	Seismic Design Guidelines for Essential Buildings	Dec 86 Mandatory
TM 5-809-10-2	Seismic Design Guidelines for Upgrading Existing Buildings	Sep 88 Mandatory
TM 5-809-2	Structural Design Criteria for Buildings	May 92 Mandatory
TM 5-809-3	Masonry Structural Design Criteria for Buildings	Oct 92 Mandatory

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Document	Publication Name	Date
TM 5-809-6	Structural Design Criteria for Structures other than Buildings	Dec 91 Mandatory
TM 5-810-1	Mechanical Design – Heating, Ventilating and Air Conditioning	Jan 91 Mandatory
TM 5-811-2	Electrical Design, Interior Electrical System	Sep 84 Mandatory
TM 5-811-3	Electrical Design – Lighting and Static Electricity Protection	Mar 85 Mandatory
TM 5-811-7	Electric Design, Cathodic Protection	Apr 85 Mandatory
TM 5-815-2	Energy Monitoring and Control Systems (EMCS)	Jan 91 Mandatory
TM 5-818-5	De-watering and Groundwater Control	Nov 83 Mandatory
TM 5-818-7	Foundations in Expansive Soils	Sep 83 Mandatory
TM 5-818-8	Engineering Use of Geotextiles	Jul 95 Mandatory
TM 5-820-4	Drainage for Areas Other than Airfields	Jul 85 Mandatory
TM 5-822-2	General Provisions and Geometric Design for Roads, Streets, Walks, and Open Storage Areas	Jul 87 Mandatory
TM 5-822-5	Pavement Design for Roads, Streets, Walks, and Open Storage Areas	Jun 92 Mandatory
TM 5-822-13	Pavement Design for Roads, Streets, and Open Storage	Oct 94 Mandatory
TM 5-853-1	Security Engineering Project Development	May 94 Mandatory
TM 5-853-2	Security Engineering Concepts Design	May 94 Mandatory
TM 5-853-3	Security Engineering Final Design	May 94 Mandatory
TM 5-853-4	Security Engineering Electronic Security Systems	May 94 Mandatory
TM 5-855-1	Fundamentals of Protective Design for Conventional Weapons	Jul 88 Mandatory

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Document	Publication Name	Date
Specifications for Construction of Highways, Streets, and Bridges		01 Mar 93 Mandatory
COE TI800-01	Corps of Engineering Technical Instruction, Design Criteria	20 Jul 98 Mandatory
	R&K Engineering Manual	Apr 98 Advisory
	RPLANS Users Manual	04 Mar 98 Advisory
	HDDA DAEN-ZIP0120117	Aug 91 Advisory

Table 4-7: Forms

Document	Publication Name	Date
DD Form 250	Material Inspection and Receiving Report	Nov 92
DD Form 337	Request for Approval of Disposal of Buildings and Improvements	May 59
DD Form 1354	Transfer and Acceptance of Military Real Property	Feb 90
DD Form 1391	Military Construction Project Data	Dec 76
DA Form 2064	Document Register for Supply Actions	Jan 82
DA Form 3161	Request for Issue or Turn-In	May 83
DA Form 3953	Purchase Request and Commitment	Mar 91
DA Form 4697	Department of Army Report of Survey	Sep 81
DA Form 5513-R	Key Control Register and Inventory	Aug 93
FSH Form 847	Engineering Review Comment	Jul 96
FSH Form 4283	Work Request	Mar 96
ENG Form 4025	Transmittal of Shop Drawings, Equipment Data, Material Samples, or Manufacturer's Certificates of Compliance	01 Nov 74
ENG Form 4026	Routing of Shop Drawings, Equipment Data, Material Samples, or Manufacturer's Certificates of Compliance	01 Nov 74
ENG Form 4288	Submittal Register	Jul 96
	FSH Digging Permit Coordination and Approval Request	May 99

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C-8.4.5. Technical Exhibit 5—Required Reports.

Instructions to the Service Provider concerning each report listed below are contained in DD Forms 1423 and associated Data Item Descriptions (DIDs).

PRD REF	CDRL #	DESCRIPTION OF REPORT
		None

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C-8.4.6. Technical Exhibit 6—Annual Workload and Associated Factors.

Table 6-1 lists the PRD services where estimated quantities of work output have been identified and as such are subject to variations. If, at the **end** of the basic and each option period, the total estimated workload for each subparagraph, considering complexity, difficulty, and cost of the various outputs below, varies above or below fifteen (15) percent from the total yearly estimated contract workload, negotiations for an equitable price adjustment (to include award fee pool) may be initiated by either party. The increases or decreases in estimated cost (to include award fee pool) shall be based on the net of all increases or decreases in changes to the workload for all sections. The yearly adjustment to the estimated contract cost, shall be made based only on the subparagraph(s) of the total contract whose workload increases *or* decreases in excess of fifteen (15) percent.

Table 6-1: Annual Work Counts

PRD Number	Work Count Title	Estimated Workload
C-8.3.1.1	Number of Service Calls Processed	25,372
C-8.3.1.1	Number of Service Order Status Requests	1,000
C-8.3.1.1	Number of Work Requests Processed	2,659
C-8.3.1.1	Number of Work Request Status Requests	500
C-8.3.1.2	Number of Digging Permits Approved	149
C-8.3.1.2	Number of Scheduled Utility Outages	15
C-8.3.1.3	Number of Proprietary Projects Approved	90
C-8.3.2.1	Number of A&E Contractor's Selected	0
C-8.3.2.2	Number of TO, IDIQ, JOC, DO Contracts Developed	2
C-8.3.2.3	Number of Orders Placed Against Existing TO, IDIQ, JOC, DO Contracts	473
C-8.3.2.4	Number of Project Requests and DD Forms 1391 Developed	2
C-8.3.2.4	Number of One-Time Projects Planned	520
C-8.3.2.4	Number of One-Time Projects Designed	4
C-8.3.2.5	Number of One-Time TO, IDIQ, JOC, DO Contracts	473
C-8.3.2.6	Number of Periodic Warranty Inspections	0
C-8.3.2.6	Number of Trouble Calls Investigated	251
C-8.3.3.1	Number of Energy Saving Validations	2
C-8.3.3.1	Number of Energy Awareness Presentations	12
C-8.3.3.1	Number of Energy Usage Inspections (including external audits)	41
C-8.3.3.2	UMCS Operated	24 Hours Per Day, for 80 Days
C-8.3.4.1	Number of Industrial Engineering Studies Conducted	5
C-8.3.4.2	Number of Facility Deficiency Surveys/Studies Conducted	0
C-8.3.4.3	Number of Space Utilization Studies Conducted	49
C-8.3.4.4	Number of Traffic/Parking Studies Conducted	2
C-8.3.4.5	Number of Security Engineering Studies/Inspections Conducted	2

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PRD Number	Work Count Title	Estimated Workload
C-8.3.4.6	Number of Flood Plain Management/Dam Breach Studies Conducted	1
C-8.3.4.7	Number of Utility System Studies Conducted	0
C-8.3.4.8	Number of Handicapped Accessibility Studies Conducted	0
C-8.3.4.9	Number of Structural System Studies/Inspections Conducted	0
C-8.3.5.1.	Number of Planning Board Meetings	5
C-8.3.5.1.1	Number of Sitings Presented to Planning Boards	29
C-8.3.5.1.2.	Number of Proposed Major Construction Projects Reviewed	5
C-8.3.5.1.3.	Number of Proposed Real Property Maintenance Projects Reviewed	6
C-8.3.5.1.4.	Number of Facility Utilization/Realignment Proposals	12
C-8.3.5.1.5.	Number of Information Management Recommendations Developed	2
C-8.3.5.1.6	Number of Furnishings, Fixtures, and Equipment Acquisition Recommendations Developed	1
C-8.3.5.2.1	Number of Real Property Assignment and Termination Notifications	46
C-8.3.5.2.2	Number of McKinney Homeless Act Report Submissions	4
C-8.3.5.2.2	Number of Facilities Reassignments	46
C-8.3.5.2.3	Number of Facility Assignment/Reassignment Requests	58
C-8.3.5.3.1	Number of Master Plan Updates	2
C-8.3.5.3.2	Number of Capitol Investment Strategies Completed	1
C-8.3.5.3.2	Number of Proposed Changes to the Real Property Master Plan	2
C-8.3.5.3.3	Number of Local and State Government Functions/Meetings	0
C-8.3.5.4	Number of RPLANS Database Edits	1,000
C-8.3.5.4	Number of ICARPUS Prepared	0
C-8.3.5.4	Number of RPLANS Prepared	1
C-8.3.5.4	Number of External Audits Supported	0
C-8.3.5.5	Number of DUERS Submissions	23
C-8.3.5.5.1	Number of Utility Service Establishments or Cancellations	49
C-8.3.5.5.2	Number of Utility Billings Processed	930
C-8.3.5.5.2	Number of Reimbursable Customer Service Changes	5
C-8.3.6.1.	Number of DD Form 1391's Prepared	6
C-8.3.6.2	Number of Program Justifications Developed	1
C-8.3.6.3	Number of MILCON and AFH Improvement/Construction Projects Approved	6
C-8.3.6.3	Number of Design Agency Information/Data Requests	15
C-8.3.6.4	Number of Approved Major MILCON and AFH Projects Ongoing	7
C-8.3.6.4	Number of Construction Agency Information/Data Requests	12
C-8.3.6.5	Number of Construction Warranty Inspections	0

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PRD Number	Work Count Title	Estimated Workload
C-8.3.6.5	Number of MILCON/AFH Construction Trouble Calls	6
C-8.3.7.1	Number of real property demolitions/disposals	46
C-8.3.7.2.	Number of Outgrant Requests Processed	25
C-8.3.7.3.	Number of Excess Actions Initiated, Processed, and/or completed	0
C-8.3.7.4.	Number of Facility, Land, and Associated Real Property Inventories	71
C-8.3.7.5	Number of CADD Drawings Developed	182
C-8.3.7.5	Number of Newly Constructed Facility Maps Created	5
C-8.3.7.5	Number of Existing Facility Maps Modified	58
C-8.3.7.5	Number of Facilities and Real Property Deleted from Maps	46
C-8.3.7.5	Number of Special Large Project Maps Provided	1
C-8.3.7.5	Number of Architectural "E" Size Drawing Duplications	0
C-8.3.7.6	Number of Minor/Major Construction Plans Reviewed	71
C-8.3.7.7	Number of Real Property Donation Requests Initiated, Processed, and/or completed	0
C-8.3.8.1	Perform Daily Engineering Systems Database Maintenance	494
C-8.3.8.1	Perform Engineering Systems Database Back-Ups/End of Day	1,040
C-8.3.8.1	Number of Hardware and Software Installs	354
C-8.3.8.1	Number of IFS Database Table Updates	32
C-8.3.8.2	Number of SQL Retrieval Requests	104
C-8.3.8.2	Number of HOMES Reports Produced	12
C-8.3.8.3	Number of CADDs & GIS updates	3
C-8.3.9	Number of IFS Update Actions	32,375

The following table contains historical information regarding official Government travel necessary to fulfill services specified in Section C-8 of the PRD.

Table 6-2: Annual Travel

PRD Number	Destination & Purpose	# Days/ trip	FY 98	FY 99
C-8.3.	Roanoke, VA; RPLANS Training (3 People)	5	N/A	15
C-8.3.	Ft. Lee, VA; Master Planning Course (1 Person)	3	N/A	3
C-8.3.	Ft. Lee, VA; IFS SCP-12-01 Update Training (3 People)	5	N/A	15

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C-8.4.7. Technical Exhibit 7—Performance Summary of Quality Control Standards.

The services listed in this Performance Summary represent those key services for which at least one type of standard has been identified as necessary for satisfactory performance and shall be included in the Service Provider's QCP. Tasks called for in the Description of Services which have no pre-defined standard are not included. The absence of comprehensive Government standards does not absolve the Service Provider of the overall responsibility to generate high quality products and services according to normal business practices and industry standards, nor does this condition detract from Government enforceability nor limit the rights or remedies of the Government under all provisions of the contract.

Quality Control Plan (QCP) services will be monitored by the Service Provider in accordance with the approved QCP submitted by the Service Provider. The surveillance method used by the Service Provider to meet the Government performance standard shall be determined by the Service Provider and documented in the QCP. Acceptable surveillance methods include:

- Random sampling. This is usually the most appropriate method for recurring tasks. With random sampling, services are sampled using a statistically based sampling procedure in which each service output in a lot has an equal chance of being selected to determine if the level of performance is acceptable. Random sampling works best when the number of instances of the services being performed is very large and a statistically valid sample can be obtained.
- 100% inspection of the output. This is usually only the most appropriate method for infrequent tasks or tasks with stringent performance requirements, e.g., where safety or health is a concern. With this method, performance is inspected/evaluated at each occurrence. One hundred percent inspection is too expensive to be used in most cases.
- Periodic inspection of the processes or output. This method, sometimes called "planned sampling," consists of the evaluation of tasks selected on other than a 100 percent or random basis. It may be appropriate for tasks that occur infrequently, and where 100 percent inspection is neither required nor practicable. A predetermined plan for inspecting part of the work is established using subjective judgment and analysis of agency resources to decide what work to inspect and how frequently to inspect it.
- Customer Surveys and validated customer complaints. Although usually not a primary method, this is a valuable supplement to more systematic methods. In certain situations where customers can be relied upon to complain consistently when the quality of performance is poor, customer surveys and customer complaints may be a primary surveillance method, and customer satisfaction an appropriate performance standard. In all cases, complaints shall be documented, preferably on a standard form.

PRD PARA	SERVICE PERFORMED	PERFORMANCE STANDARD	MAX ERROR RATE
C-8.3.1.1.	The Service Provider shall provide real property service call and work request coordination functions	Service call answered within 3 rings	10% Lot = Number of service call per week

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PRD PARA	SERVICE PERFORMED	PERFORMANCE STANDARD	MAX ERROR RATE
C-8.3.1.2.	The Service Provider shall manage the installation digging permit program and utility outage program	Scheduled utility outage notifications/coordination accomplished NLT 72 hours prior to outage	10 % Lot = Number of utility outage requests
C-8.3.1.3.	The Service Provider shall provide proprietary project approval services	Submittal approval/coordination within 3 workweeks of receipt	20% Lot = Number of proprietary project approval requests
C-8.3.2.	The Service Provider shall provide Maintenance, Repair, Minor Construction and Alteration Project Design and Contracting services for service order/work requests over \$2,000 in labor costs	Projects completed within established delivery date	10% Lot = Number of projects completed
C-8.3.4.	The Service Provider shall conduct Specialized Engineering Studies and Analysis	Customer submitted study request is responded to with scope and cost to accomplish study NLT 60 working days upon receipt of request	10% Lot = Number of Specialized Engineering and Analysis Studies
C-8.3.5.1.	The Service Provider shall provide support for the installation planning board and/or its working panels	Board or working panel agenda/handouts distributed to members NLT 10 working days prior to scheduled meeting	10% Lot = Number of Boards and Working Panels
C-8.3.5.1.1.	The Service Provider shall develop and analyze individual facility sitings	Customer submitted siting request is responded to within five working days confirming siting inclusion in next scheduled board/working panel or reasons for delay to subsequent board/working panel	10% Lot = Number of Siting Requests
C-8.3.5.2.2.	The Service Provider shall provide management of reassignable facility services	Prepare and submit, upon approval by Government, to MACOM quarterly McKinney Homeless Act report NLT 10 workdays after quarter end (late report will be submitted NLT 15 workdays)	25% Lot = Number of McKinney Homeless Act Reports
C-8.3.5.2.3.	The Service Provider shall provide real property facility utilization analysis services	Space criteria study completed and notify requestor of space availability/non-availability within 30 working days	5% Lot = Number of Space Criteria Studies

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PRD PARA	SERVICE PERFORMED	PERFORMANCE STANDARD	MAX ERROR RATE
C-8.3.5.3.	The Service Provider shall provide real property master planning services	Updates to the real property master plan and its component plans will be accomplished within 30 workdays of receipt of approved planning board actions or Government direction	5% Lot = Number of real property master plan actions updated
C-8.3.5.4.	The Service Provider shall provide real property facility requirements analysis support	RPLANS submitted to Government NLT established suspense date	0% Lot = RPLANS and ISR Reports
C-8.3.5.5.	The Service Provider shall provide utility support services	DUERS reports submitted through the MACOM to DA NLT the 15th of each month (late submissions will be submitted NLT the last workday of each month)	5% Lot = Number of DUERS Reports
C-8.3.5.5.2.	The Service Provider shall determine annual utility reimbursement rate, obtain utility meter readings, as appropriate, and provide the Government monthly utility billings and annual utility summary for individual installation tenants receiving utilities on a reimbursable basis	Issue reimbursable customer billing instruction within 30 calendar days of notification of service change (late billing instructions will be issued NLT 60 calendar days after service change notification)	5% Lot = Number of Reimbursable Customer Service Changes
C-8.3.6.1.	The Service Provider shall develop MILCON and AFH post-acquisition improvement/construction project requests for approval	DD Form 1391 signed by installation commander and submitted to MACOM within three workdays prior to MACOM suspense date (late suspense will be submitted NLT MACOM suspense date)	5% Lot = Number of DD Form 1391's
C-8.3.6.3.	The Service Provider shall provide MILCON and AFH post-acquisition improvement/construction and project design support services	Information/data requested from the design agency will be coordinated and submitted within established suspense date (late suspense will be submitted NLT established design review meeting date)	10% Lot = Number of Design Agency Information/Data Requests
C-8.3.6.4.	The Service Provider shall provide pre-construction, construction, and acceptance support of major MILCON and AFH post-acquisition improvement/construction projects	Information/data requested from the construction agency will be coordinated and submitted within one workday of request (late suspense will be submitted NLT established construction review meeting date)	5% Lot = Number of Construction Agency Information/Data Requests
C-8.3.7.1.	The Service Provider shall manage the demolition/disposal of facilities and associated real property	DA Form 337 completed and signed by appropriate approval level prior to demolition/disposal start date. DD Form 1354 completed, approved by Government, and posted in IFS prior to HQ IFS semi-annual submission.	5% Lot = Number of Real Property Demolitions and Disposals

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PRD PARA	SERVICE PERFORMED	PERFORMANCE STANDARD	MAX ERROR RATE
C-8.3.7.2./ 8.3.7.3.	The Service Provider shall process outgrant/excess requests from non-Army agencies	Begin processing of outgrant and excess actions within one week of receipt of customer request for real property space. Report of Availability/Report of Excess prepared and forwarded for review and approval to appropriate agencies NLT two weeks after receipt of required documentation.	5% Lot = Number of Outgrant/Excess Requests
C-8.3.7.5.	The Service Provider shall maintain official installation maps, graphical real property facility records, and provide Engineering "Blue Print" duplication services	Maps and graphical real property records posted into CADDs/GIS server within 90 days of receipt of the As-Built drawings from construction agency	5% Lot = Number of CADD Drawings
C-8.3.8.2.	The Service Provider shall retrieve database information and run required database reports	Information provided to customer within three workdays of request	5% Lot = Number of External Customer Requests
C-8.3.8.2.	The Service Provider shall retrieve database information and run required database reports	Information provided to customer was as they requested	5% Lot = Number of External Customer Requests
C-8.3.9.	The Service Provider shall provide Public Works Job Cost Accounting services	IFS Updated With Required and Accurate Information	10% Lot = Monthly Number of IFS Update Actions